Sewer Maintenance Division's FY20 Objectives & Targets

Below are the City of Raleigh's Public Utilities-Sewer Maintenance Division's FY20 Objectives and Targets. When developing these objectives and targets, we considered input from concerned interested parties. Should you have questions or comments, please send them to Gracelyn Sanders at Gracelyn.Sanders@raleighnc.gov

INTENDED OUTCOMES	OBJECTIVES	TARGET	ACTIONS
1. Continue to Meet or exceed regulatory compliance	1. Improve regulatory compliance within collection system maintenance	1. Increase efficiency and effectiveness by developing a prioritized database of easements that is in alignment with hotspot schedule.by 12/31/19	1. Identify easements that need maintenance
			2. Prioritize identified easements
			3. Create action plans to address the priorities
		2. Decrease time to perform high priority inspections by 20% by 12/31/19	1. Re-evaluate criteria for high priority assets based on permit requirements
			2. Create an abbreviated list of high priority assets based on the new high priority asset criteria
			3. Assign high priority asset to personnel
2. Continue to Improve Environmental Performance	1. Protect the sewer collection system from introduction of grease, sediments and other contaminants from non-compliant food establishments	1. Develop a project for GIS, Utility Billing and FOG databases to reflect consistent data for accuracy by 01/01/20	1. Collaborate with GIS, Utility Billing and GIS to develop an accurate inventory of pre-treatment devices
		2. Evaluate 60% of active pre-treatment devices within the FOG inspections database with a focus on higher risk establishments by 06/30/20	2. Modify FOG DOP-004 Risk Levels for the purposes of updating inspection schedules to allocate resources to higher risk establishments
	2. Address pipes that are deemed critical based on predictive maintenance technology	1. Allocate 50% of available maintenance cleaning crews to targeted cleaning by 12/31/19	1. Configure, implement and deploy the SL-RAT (predictive maintenance technology)
			2. Assess data to determine areas to maintain
			3. Assign work to maintenance crews
3. Continue to develop a competent workforce	1. Develop a consistent unified hiring protocol within the Division's control	1. Develop a process for hiring the position of Maintenance Technician and Utilities Technician by 6/30/2020	1. Establish a process map for the interview process
			2. Develop a list of desired interview competencies (behavioral/technical)
			3. Develop a set of standard interview questions to be used across programs based on the list of competencies
	2. Develop Employee Skills (FY19)	1. Identify competencies (technical skills) by each operational position in each program by 12-31-18	Document tasks that are specific to positions in each program
		2. Develop competency test on identified competencies by 12-30-19	Write and document test questions or checklist for competencies
		3. Test 30% of employees on competency test by 04-30-20	Examine employees based on questions. Set scoring method
		4. Using test results, develop baseline/metrics to determine what areas to train on by 6-30-20	Average results. Develop plan to train employees based on training needs of results
4. Continue to improve communication with internal and external interested parties	1. Improve outreach efforts with internal external stakeholders	1. Communicate a consistent message in 2 informational meetings/workshops by 6/30/20	1. Identify the customer compliant types that are most prevalent
			2. Based on #1 above, develop a consistent message to mitigate sewer issues. Develop message for: How to talk to the customer & plumbers, how to address specific issues, speaking points
			3. Train employees on the consistent message
			4. Create an educational program for plumbers and other stakeholders to reduce back-up calls.
			5. Publish consistent message via social media
5. Continue to improve work processes to meet customer expectations	1. Respond to service requests from CC&B in an expedited fashion	1. Improve average response times to 1 hour by 6/30/20	1. Submit calls to program managers to improve investigation start times
			2. Conduct awareness training on data entry to improve service request data accuracy